

ISSUED 2/1/12
PLEASE POST CONSPICUOUSLY

SARATOGA COUNTY DEPARTMENT OF PERSONNEL
ANNOUNCES
AN OPEN-COMPETITIVE EXAMINATION FOR

DESK OFFICER

EXAMINATION #60-027

DESK OFFICER, Saratoga County. The results of this eligible list will be used to fill vacancies as they occur under the jurisdiction of the Saratoga County Personnel Department.

SALARY: \$38,631

LAST DAY TO FILE IS MARCH 28, 2012

DATE OF THE EXAMINATION IS APRIL 28, 2012

NOTICE: **RELIGIOUS ACCOMMODATIONS-HANDICAPPED PERSONS:** If special arrangements for testing are required, indicate this on your application form.

RESIDENTS: Candidates must have been legal residents of New York State for at least FOUR months immediately preceding the date of the test. Pursuant to subdivision 4a of Sec. 23 of the Civil Service Law, preference may be given to successful candidates who have been legal residents of the municipality to which the appointment is to be made for at least FOUR months preceding the date of the written test.

APPLICATION FEE: A mandated examination fee of \$7.50 has been imposed by New York State on all Municipalities under the jurisdiction of NYS Civil Service beginning October 1, 1989 for each separate numbered examination for which you apply. However, the "Saratoga County Legislative Board" passed a resolution to absorb this fee for all Saratoga County Residents only. All other applicants must submit the \$7.50 fee for each exam that they apply for. Please make checks payable to the **Saratoga County Treasurer's Office**.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. A copy of this document can be obtained from the Saratoga County Personnel office.**

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for staffing the telecommunications console in the Sheriff's Department on an assigned shift in receiving and transmitting messages and requests information to road patrol officers, other law enforcement and fire fighting agencies and performing related communications activities involving operation of telephone, teletype and short wave radios. Incumbents learn accepted departmental radio procedures and terminology on the job. Employees in this class must be able to function calmly in emergencies and take appropriate action in an efficient manner. The work is performed under the general supervision of the Communications Supervisor in accordance with established department policies, rules, and regulations. An incumbent does related work as required.

MINIMUM QUALIFICATIONS:
Graduation from high school or possession of a GED.

THE WRITTEN TEST will be designed to measure knowledge, skills and/or abilities in such areas as:

1. **Coding/decoding information:** These questions test for the ability to follow a set of coding rules. Some questions will require you to code information by converting certain information into letters or numbers. Other questions will require you to decode information by determining if the information that has already been converted into letters or numbers is correct. Complete directions will be provided; no previous knowledge of or training in any coding system is required.
2. **Following directions (maps)** : These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.
3. **Retaining and comprehending spoken information from calls for emergency services:** These questions test for your ability to retain specific information that is heard in calls for emergency service, such as a street address, or to comprehend spoken information from emergency service calls, such as determining the location of a site in relation to landmarks. Simulated 911 calls will be played on audio CD. Immediately following each call, candidates are given audio instructions identifying which questions they are to answer

within the test booklet. The questions that candidates are directed to answer for each simulated call will not be in sequential order. Candidates will need to retain and comprehend the information and instruction provided in this portion of the test to respond appropriately to the questions asked and to determine which questions to answer. The time allotted to answer these questions will be limited. At the end of each answer period, the CD will automatically play the next call. Note paper will be provided. Candidates will be permitted to take notes and to refer to them when answering the questions.

4. **Name and number checking:** These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

5. **Understanding and interpreting written material:** These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/localtestguides.cfm

PERFORMANCE TEST: A performance test will also be held at a later date, to be announced. The written test will be a ranking test and the performance test will be a qualifying (pass/fail) test. You must pass both the written and performance tests to be considered for appointment. You will not be called to the performance test unless you have passed the written test. Since the performance test is qualifying (pass/fail), if you pass the performance test your final score for the examination will be the score that you achieve on the written test.

Candidates may be invited to the performance test in the order of the scores they achieve on the written test. The County reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies.

The test will be administered on a conventional personal computer (PC). You will be using a conventional PC keyboard, but you will not be using a mouse.

SUBJECT: The test consists of three parts; each proceeded by a separate practice session. It will test your ability to enter the kinds of information that dispatchers and related personnel must process for fire, police, and emergency medical services. You will not need any specific information prior to the test; rather, complete on-screen instructions will tell you all that you need to know in order to take the test. In order to pass, you must enter the data at a rate of at least 6,000 keystrokes per hour (which is equal to typing approximately 20 words per minute), with an accuracy rate of at least 97.5%.

RETEST PERFORMANCE POLICY: Candidates will only be given three consecutive attempts to pass the performance section of this exam. A candidate who fails their performance will be retested at 30-day intervals.

WAIVER POLICY: If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within 4 years of the written test, the performance test may be waived. If you request a waiver, you must submit verifiable evidence of qualifying. Information submitted must contain the title, location, and date of the performance test taken, as well as proof of passing.

ELIGIBLE LIST: A candidate's eligibility begins when his or her name is placed on the eligible list and continues for a minimum of one year.

SECTION 243-b Provides that any member of the armed forces of the United States who had duly filed an application to compete in a scheduled competitive examination, but was deprived of the opportunity to compete in a scheduled competitive examination due to active military duty be provided with a special military makeup examination

SECTION 85a OF THE CIVIL SERVICE LAW: In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established

NOTICE TO CANDIDATES: "UNLESS OTHERWISE, NOTIFIED, CANDIDATES ARE PERMITTED TO USE QUIET, HAND-HELD, SOLAR OR BATTERY POWERED CALCULATORS.

Devices with 'Typewriter Keyboards,' 'Spell Checkers,' 'Personal Digital Assistants,' 'Address Books,' 'Language Translators,' 'Dictionaries,' or and Similar devices are prohibited."

VETERAN CREDITS: For the purpose of claiming veteran credits on a Civil Service examination, an applicant must have served in the armed forces of the United States at any time during the following periods:

World War II—December 7, 1941 to and including December 31, 1946

Korean War—June 27, 1950 to and including January 31, 1955

Vietnam Conflict—February 28, 1961 until May 7, 1975

Lebanon – June 1, 1983 – December 1, 1987

Grenada – October 23, 1983 – November 21, 1983

Panama – December 20, 1989 – January 31, 1990

Persian Gulf – August 2, 1990 to the end of such hostilities (not yet determined)

- For hostilities in Lebanon, Grenada, and Panama, the individual **must** have received the Armed Forces, Navy, or Marine Corps expeditionary medal.
- Beginning January 1, 1998, the NYS Constitution allows members of the US Armed Forces who are on active duty (other than for training purposes) the right to request **extra War Time Veterans Credits** on civil service examinations prior to discharge.

If you are currently on active duty, you may request the addition of veteran's credits to your examination score. **You must request the extra credits on your examination application in the space provided.** If you pass the examination, the credits will be added

automatically. To use the extra credits at the time of appointment you must have received an honorable discharge, be a US citizen, and be a resident of New York State. According to Section 85 (4) (a) of the New York State Civil Service Law, extra credits may only be used once for an original appointment or promotion in the civil service of New York State or civil division thereof.

SECTION 23.2: This entire examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations which deal with the rating of examinations will apply.

APPLICATIONS: You may get application forms by writing, down loading from our web site @ www.saratogacountyny.gov, phoning #885-2225 or by calling in person at the Saratoga County Personnel Department, 40 McMaster Street, Ballston Spa, NY 12020. Time and place of the examination will be mailed to approved candidates one week before the date of the examination.

SARATOGA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER